

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

RESIDENTIAL SERVICES SUPERVISOR

POSITION CODE: 38280

Effective: 07-01-2004

DISTINGUISHING FEATURES OF WORK:

Under general direction, serves as full line supervisor to paraprofessional and technical staff providing personal care, treatment and development to recipients residing in facilities under the jurisdiction of the Department of Human Services; or, serves as second level supervisor to nonprofessional staff providing residential care on multiple shifts and/or multiple units; serves as a member of the guidance team; participates in treatment planning and implementation; maintains healthy living environment.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as full line supervisor to nonprofessional direct care staff; establishes annual performance objectives, assigns and reviews daily work, counsels employees concerning work performance, signs performance evaluations, effectively recommends and imposes disciplinary actions up to and including discharge, participate in interviewing job applicants, recommends promotions and other employee actions, resolves first level grievances.
2. Serves as second level supervisor to direct care staff, directing subordinate supervisors in the provision of care; signs performance evaluations as second level supervisor; approves subordinate supervisors' recommendations for discipline, grievance outcomes, promotions; recommends staffing needs to Facility administration.
3. Maintains adequate staff coverage; establishes work schedules, approves requests for time off, conducts emergency call backs, approves overtime, assigns detail coverage to other units, maintains timekeeping records.
4. Conducts unit rounds, observes subordinate staff interactions with recipients to assure the providing of proper care; reviews recipient charts and progress reports to assure proper completion by subordinate staff; inspects living areas for maintenance problems, contraband and/or unsafe conditions, contacts maintenance, security and others to report such conditions.
5. Serve as a member of the interdisciplinary treatment team, advise team on progress/regression of recipients, recommends changes in the treatment program, receives advice on establishing/modifying the day-to-day carrying out of treatment programs.

RESIDENTIAL SERVICES SUPERVISOR (Continued)

6. Plan and conduct staff meetings, discuss goals and objectives of the unit, patient activities and problems encountered by staff; advise staff of modifications to individual treatment plans and the various methods of carrying them out.
7. Provide orientation and training to new staff in the areas of facility policy and procedures, physical care, treatment plan goals and objectives, and recipient/shift record completion and maintenance.
8. Completes various reports including shift, special incident, recipient status, treatment outcome, supply requests, etc.
9. Performs other duties as required or assigned which are reasonably within the scope of those enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to an Associate of Arts Degree, with coursework in the health and human services fields, plus two years direct care experience in a mental health/rehabilitation residential care setting, or requires 2 years resident care supervisory experience in a mental health/rehabilitation residential care setting.

Qualifying state employees in the Upward Mobility Program shall have the state requirements of this classification waived by successful completion of specific proficiency tests and training programs.

Knowledges, Skills and Abilities

Requires thorough knowledge of recipient treatment and care policies and procedures.

Requires working knowledge of the causes, nature and treatment of mental illness, developmental disabilities and the methods and techniques employed in recipient care, development and rehabilitation.

Requires working knowledge of the behaviors and problems of individuals with physical disabilities.

Requires general knowledge of the methods and procedures of supervision.

Requires working knowledge of household management, including cleaning, food service and supplies.

Requires the ability to communicate effectively orally and in writing.

Requires the ability to assess operational needs and delegate staff appropriately.

Requires the ability to supervise staff effectively.

May require the ability to sign for hearing impaired recipients at a colloquial skill level.

In addition to a written and spoken knowledge of the English language, candidates may be required to speak and write a second language at a colloquial skill level, necessary to carry out duties in conjunction with non-English speaking individuals.